Case Study
Department of Homeland Security (DHS)

The Organization
The Department of Homeland Security’s (DHS) mission is to secure the nation from the many threats the U.S. faces through preventing terrorism and enhancing security, securing and managing our borders, enforcing and administering our immigration laws, safeguarding and securing cyberspace, and ensuring resilience to disasters.

Challenge
The Department of Homeland Security (DHS) receives and processes the most Freedom of Information Act (FOIA) requests in the Federal Government, upwards of 300,000 requests per year. Significant issues with high volumes of backlog and timely processing of FOIA requests influenced DHS to find a solution to help manage FOIA requests and process workflows for several of its agencies. Each entity within DHS needed a solution that could be modified to its own unique processes and requirements as it related to FOIA.

Solution
DHS selected the COTS FOIA processing solution, FOIAXpress® to automate, track and report on all incoming FOIA requests. Due to its stringent security standards, DHS needed eCase implemented on premise in order to manage the software according to specific DHS regulations.

AINS migrated 80,000 DHS cases into FOIAXpress to store all records in one place, and to quickly search requests and appeals. AINS also provided custom enhancements for the agency’s FOIA environment, including email encryption support which allows the agency to send password-encrypted emails.

FOIAXpress met all needs of the Department of Homeland Security in a FOIA processing solution. To date, the vast majority of DHS entities utilizes FOIAXpress to standardize across the entire agency.